



Welcome to NAVAL HOSPITAL JACKSONVILLE

Healing our Nation's Heroes

QUALITY OF CARE

We are agile, ready to support operational missions anytime, anywhere – from disaster relief to combat care, on the front lines. With our community partners, we collaborate on shared visions for regional and national quality.

COLLABORATION

Patient Perspectives



Operational Readiness



WELCOME to the first issue of our new patient newsletter. We hope to provide you with helpful news about Naval Hospital Jacksonville (NH Jax)—which includes our hospital as well as branch health clinics in Albany, Jacksonville, Key West, Kings Bay and Mayport. This newsletter and our patient guide are tools to help you access care and services. Our priority is to heal our nation's heroes—active duty, retired—and their families. Thank you for letting us assist you in creating and maintaining healthy, productive lives. —*Capt. Lynn Welling, Commanding Officer*

NH Jax “Baby Friendly” in 2011

We anticipate becoming the first hospital on Florida's First Coast to obtain Baby-Friendly designation in 2011. As a breastfeeding-friendly hospital, we seek to set up new moms for success with support, education and coaching. While breastfeeding is welcome everywhere at NH Jax, “Milky Way” rooms are available at the hospital for breast pumping (Pediatrics room #1830 and 5th floor room #5038B).

Challenge 4 Life—your total wellness

Total wellness includes emotional strength, spiritual awareness and fulfilling relationships as well as physical fitness. NH Jax promotes health in body, mind, spirit and relationships through Challenge 4 Life, with monthly challenges and weekly goals for total wellness. It's open to active duty, retirees and families. Visit C4L on our website at www.med.navy.mil/sites/nhjax and email Challenge4Life@med.navy.mil to get involved.

Medical Homeport: a team approach

Medical Homeport is a Navy-wide approach to primary care that places you in the center of a team—a family of caregivers. Your team, led by your personal doctor, includes nurses, case managers, corpsmen and support staff to meet your comprehensive healthcare needs. NH Jax's adoption of Medical Homeport means you regularly see the same family of caregivers who help plan your care. Patients with a Primary Care Manager at the hospital, BHC Kings Bay or BHC Mayport are part of a Medical Homeport team. Visit our website to learn more: www.med.navy.mil/sites/nhjax.

“As a mother, I can't think of **anywhere** else I would rather have my son receive care than at Jacksonville Naval Hospital...”

Kids Art Contest

Kids age 4 to 12 are invited to submit original artwork on the theme of sun safety (vision and skin protection) by May 31, for a chance to win free sunglasses. Pick up an entry form at the hospital or branch health clinics or download at www.med.navy.mil/sites/nhjax

Hospital

(904) 542-7300 - Main

BHC Albany

(229) 639-7886 - Main

BHC Jax

(904) 542-3500 - Main

BHC Key West

(305) 293-4600 - Main

BHC Kings Bay

(912) 573-6398 - Main

BHC Mayport

(904) 270-4446 - Main

**Central Appointments &
After-Hours Nurse Advice**

800-529-4677 or 904-542-4677

NHJAXCONNECT@MED.NAVY.MIL

PUBLIC AFFAIRS OFFICE

MAY 2011, ISSUE 1

Experience Navy Medicine first-hand as a volunteer

To volunteer with the American Red Cross—where everyone can make a difference—call the hospital and BHC Jax at (904) 542-7525, BHC Key West at (305) 293-4857, NSB Kings Bay at (912) 573-3939 and BHC Mayport at (904) 270-4365. Volunteer opportunities at the hospital also includes the Junior Red Cross summer program for teenagers, and the Canine Corps pet therapy program at (904) 542-7635/7583.

Urgent care for TRICARE Prime

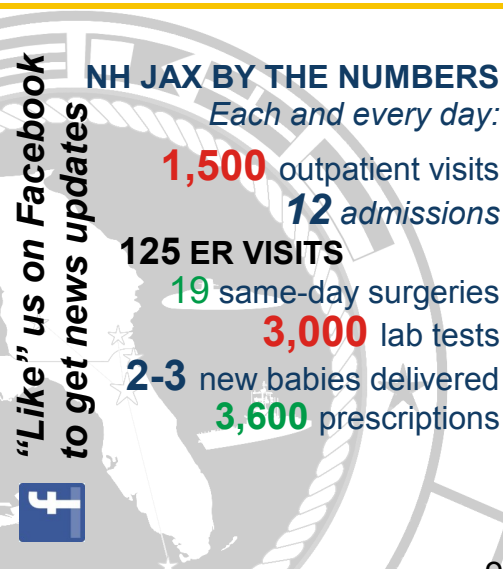
In an emergency call 911, but for urgent care, call Central Appointments at (800) 529-4677 or your Primary Care Manager to be seen within a day or to get a referral. For benefits questions, please contact TRICARE Health Benefits Advisors at the hospital at (904) 542-9164, BHC Albany at (229) 639-5544, BHC Key West at (305) 293-4543, BHC Kings Bay at (912) 573-4228 or BHC Mayport at (904) 270-4255.

Classes and support groups—for your total health

Health Promotions and Wellness typically offer classes such as tobacco cessation, Ship Shape and nutrition—for active duty, retirees and families. At BHC Albany call (229) 639-5542, at BHC Key West call (305) 293-4839, at BHC Kings Bay call (912) 573-4237, at BHC Mayport call (904) 270-5251. At the hospital & BHC Jax, a multitude of areas offer classes and support groups. Baby & Parent: call (904) 542-BABY for pregnancy and birth, baby care, breastfeeding classes; call (904) 891-8228 for infant massage class. Challenge 4 Life: physical, emotional, spiritual, relationship health—contact at (904) 542-7532 or Challenge4Life@med.navy.mil. Diabetes Center — call (904) 542-9178. Nutrition—call (904) 542-9786. Operational Deployment Transition: recalibrate after deployment—call (904) 542-3500 x8837. Ribbons & Roses breast cancer support group—call (904) 542-7857. Significant Others of Combat Deployers support group—call (904) 542-3473 x151. TRICARE For Life class—call (904) 542-9164. Wellness Center: Health Fitness Assessment, Heart Health, Ship Shape, Tobacco Cessation—call (904) 542-5292.

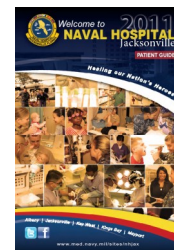
Pharmacy refills — by telephone and online

Patients can refill prescriptions via the telephone refill system at (800) 628-7427 (800-NAV-PHAR) or Tricare Online at www.TRICAREonline.com. From DoD computers, order refills at our website: www.med.navy.mil/sites/nhjax.



NH Jax Patient Guide — your all-access tool

For contact information for clinics at all locations (hospital and BHC's), consult the 2011 Patient Guide, located in lobbies and on our website: www.med.navy.mil/sites/nhjax.



...NH JAX is listening

With suggestions for this newsletter, please contact NHJaxConnect@med.navy.mil.

To join the Patient Advisory Council, please call (904) 542-9175 or email NHJaxCustomerService@med.navy.mil.

Submit comments about your care at the "ICE" kiosks in the lobbies or click the "ICE" icon on our website: www.med.navy.mil/sites/nhjax.